ARRIVE Information Packet

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ARRIVE Standard Limited Hardware Warranty, Disclaimer of Warranty, and US FCC Notice for ARRIVE branded peripherals

- **Standard Limited Hardware Warranty (SLHW)**

Hardware Peripheral Product. The warranties provided by Arrive Systems, Inc. or its subsidiary ("ARRIVE") selling the "Hardware Peripheral Product". The term "Hardware Peripheral Product" means an ARRIVE branded hardware peripheral that is an electronic, electromechanical or mechanical device with a specific function and none or limited configuration ability ("Hardware Peripheral Product" "Hardware" "Peripheral"). Arrive warrants that the Arrive Hardware Peripheral Products that you have purchased or leased from Arrive or its authorized channel partners or solution providers are free from defects in materials or workmanship under normal use during the Limited Warranty Period of one (1) year from the date of purchase from Arrive excluding the following parts and sub-assemblies: (i)Touchscreen Plasma, LCD and LED displays, screens and overlay components are covered for ninety (90) days from the date of purchase (ii) Consumables such as batteries and lamps are not covered; these exclusions are specified in Part I Section 1b of the SLHW-P 0101-15. The Limited Warranty Period starts on the date of purchase or lease from Arrive. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your Arrive Hardware Peripheral Product is required within the Limited Warranty Period. This limited warranty extends only to the original end user of the Product. During the Limited Warranty Period, Arrive will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of Arrive. In the unlikely event that your Arrive Hardware Peripheral Product has recurring failures, Arrive, at its sole discretion, may elect to provide you with (a) a replacement unit of Arrive's choosing that is the same or equivalent to your Arrive Hardware Peripheral Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

The shipment of a replacement within the warranty period is according to the replacement process specified in Part I Section 4 described in SLHW-P 0101-15 which can also be found on the ARRIVE Product Warranties web page http://carepoint.arrivesys.com/warranty . ARRIVE's obligations hereunder are conditioned upon the return of affected Hardware in accordance with ARRIVE's Return Material Authorization (RMA) procedures specified in Part I Section 3 described in SLHW-P 0101-15.

Product warranty terms and other information applicable to the Product may be located at the following URL: http://carepoint.arrivesys.com/warranty

Restrictions. ARRIVE does not guarantee that the operation of this product will be uninterrupted or error-free. ARRIVE is not responsible for damage that occurs as a result of your failure to follow the instructions intended for the ARRIVE Hardware Peripheral Product. The foregoing warranties and remedies shall be void as to any Hardware Peripheral Products damaged or rendered unserviceable by one or more of the following: (1) improper or inadequate maintenance by anyone other than ARRIVE or ARRIVE's authorized agents, (2) software or interfacing supplied by anyone other than ARRIVE, (3) modifications, alterations or additions to the Hardware Peripheral Products by personnel not certified by ARRIVE or ARRIVE's authorized agents to perform such acts, or other unauthorized repair, installation or opening or other causes beyond ARRIVE's control, (4) unreasonable refusal to agree with engineering change notice programs, (5) negligence by any person other than ARRIVE or ARRIVE's authorized agents, (6) misuse, abuse, accident, electrical irregularity, contamination, improper or inadequate maintenance or calibration or other external causes such as theft, vandalism, fire, water or other peril, (7) damage caused by containment and/or operation outside the environmental specifications for the Hardware Peripheral Products, (8) alteration or connection of the Hardware Peripheral Products to other systems, equipment or devices (other than those specifically approved by ARRIVE) without the prior approval of ARRIVE, or (9) any use that is inconsistent with the user manual or by operation outside the usage parameters stated in the user documentation that shipped with the product (including burned monitor screens and incorrect input voltage), (10) the serial number has been removed, damaged or rendered unreadable, (11) by software (if any), interfacing, parts or supplies not supplied by ARRIVE, (12) improper site preparation or maintenance, (13) virus infection (whenever applicable), (14) loss or damage in transit. The warranty period for a Hardware Peripheral Product is not extended if ARRIVE repairs or replaces a warranted product or any parts.

DISCLAIMER OF WARRANTY

EXCEPT AS SPECIFIED IN THIS WARRANTY SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY ARRIVE, ITS SUPPLIERS AND LICENSORS. TO THE EXTENT THAT ANY OF THE SAME CANNOT BE EXCLUDED, SUCH IMPLIED CONDITION, REPRESENTATION AND/OR WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD REFERRED TO IN THE "LIMITED WARRANTY" SECTION ABOVE. BECAUSE SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THE ABOVE LIMITATION MAY NOT APPLY IN SUCH STATES. THIS WARRANTY GIVES CUSTOMER SPECIFIC LEGAL RIGHTS, AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. This disclaimer and exclusion shall apply even if the express warranty set forth above fails of its essential purpose.

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ARRIVE IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. ARRIVE IS NOT RESPONSIBLE FOR THE RESTORATION OR RE-INSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ARRIVE WHEN THE PRODUCT IS MANUFACTURED.

ARRIVE IS NOT RESPONSIBLE FOR ANY INTEROPERABILITY OR COMPATIBILITY ISSUES THAT MAY ARISE WHEN (1) PRODUCTS, SOFTWARE, OR OPTIONS NOT SUPPORTED BY ARRIVE ARE USED; (2) CONFIGURATIONS NOT SUPPORTED BY ARRIVE ARE USED; (3) PARTS INTENDED FOR ONE SYSTEM ARE INSTALLED IN ANOTHER SYSTEM OF DIFFERENT MAKE OR MODEL.

THIS WARRANTY SHALL BE THE SOLE AND EXCLUSIVE REMEDY TO THE ORIGINAL PURCHASER. IN NO EVENT SHALL ARRIVE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND (PROPERTY OR ECONOMIC DAMAGES INCLUSIVE) ARISING FROM THE SALE OR USE OF THIS EQUIPMENT. THE PURCHASER ASSUMES AND WILL HOLD HARMLESS ARRIVE IN RESPECT OF ALL SUCH LOSSES. ARRIVE'S LIABILITY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, OR USE OF THE UNIT SHALL NEVER EXCEED THE PURCHASE PRICE OF THE UNIT.

ARRIVE SYSTEMS INCORPORATED AND ITS SUBSIDIARIES (ARRIVE) RESERVE THE RIGHT TO MAKE CORRECTIONS, MODIFICATIONS, ENHANCEMENTS, IMPROVEMENTS, AND OTHER CHANGES TO ITS PRODUCTS AND SERVICES AT ANY TIME AND TO DISCONTINUE ANY PRODUCT OR SERVICE WITHOUT NOTICE. CUSTOMERS SHOULD OBTAIN THE LATEST RELEVANT INFORMATION BEFORE PLACING ORDERS AND SHOULD VERIFY THAT SUCH INFORMATION IS CURRENT AND COMPLETE. ALL PRODUCTS ARE SOLD SUBJECT TO ARRIVE'S TERMS AND CONDITIONS OF SALE SUPPLIED AT THE TIME OF ORDER ACKNOWLEDGMENT.

ARRIVE WARRANTS PERFORMANCE OF ITS HARDWARE PRODUCTS TO THE SPECIFICATIONS APPLICABLE AT THE TIME OF SALE IN ACCORDANCE WITH ARRIVE'S STANDARD LIMITED WARRANTY. TESTING AND OTHER QUALITY CONTROL TECHNIQUES ARE USED TO THE EXTENT ARRIVE DEEMS NECESSARY TO SUPPORT THIS WARRANTY. EXCEPT WHERE MANDATED BY GOVERNMENT REQUIREMENTS, TESTING OF ALL PARAMETERS OF EACH PRODUCT IS NOT NECESSARILY PERFORMED.

ARRIVE ASSUMES NO LIABILITY FOR APPLICATIONS ASSISTANCE OR CUSTOMER INSTALLATION DESIGN AND INTEGRATED SYSTEMS CREATED FOR THE CUSTOMER BY PARTIES OTHER THAN ARRIVE BY USING ARRIVE PRODUCTS. CUSTOMERS ARE RESPONSIBLE FOR THEIR USE CASE APPLICATIONS USING ARRIVE PRODUCTS AND SERVICES. TO MINIMIZE THE RISKS ASSOCIATED WITH CUSTOMER USE CASE AND APPLICATIONS, CUSTOMERS SHOULD PROVIDE ADEQUATE DESIGN AND OPERATING SAFEGUARDS WITHIN THEIR INSTALLATION DESIGN OR HIRE THE SERVICES OF QUALIFIED DESIGN CONSULTANTS.

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ARRIVE PRODUCTS ARE NOT AUTHORIZED FOR USE IN SAFETY-CRITICAL APPLICATIONS (SUCH AS LIFE SUPPORT) WHERE A FAILURE OF THE ARRIVE PRODUCT WOULD REASONABLY BE EXPECTED TO CAUSE SEVERE PERSONAL INJURY OR DEATH, UNLESS TWO AUTHORIZED OFFICERS OF ARRIVE HAVE JOINTLY EXECUTED AN AGREEMENT SPECIFICALLY GOVERNING SUCH USE. BUYERS REPRESENT THAT THEY HAVE ALL NECESSARY EXPERTISE IN THE SAFETY AND REGULATORY RAMIFICATIONS OF THEIR APPLICATIONS, AND ACKNOWLEDGE AND AGREE THAT THEY ARE SOLELY RESPONSIBLE FOR ALL LEGAL, REGULATORY AND SAFETY-RELATED REQUIREMENTS CONCERNING THEIR USE CASE WHICH INVOLVES ANY USE OF ARRIVE PRODUCTS IN SUCH SAFETY-CRITICAL APPLICATIONS, NOTWITHSTANDING ANY APPLICATIONS-RELATED INFORMATION OR SUPPORT THAT MAY BE

PROVIDED BY ARRIVE. FURTHER, BUYERS MUST FULLY INDEMNIFY ARRIVE AND ITS REPRESENTATIVES AGAINST ANY DAMAGES ARISING OUT OF THE USE OF ARRIVE PRODUCTS IN SUCH SAFETY-CRITICAL APPLICATIONS.

ARRIVE PRODUCTS ARE NEITHER DESIGNED NOR INTENDED FOR USE IN MILITARY/AEROSPACE APPLICATIONS OR ENVIRONMENTS UNLESS THE ARRIVE PRODUCTS ARE SPECIFICALLY DESIGNATED BY ARRIVE AS MILITARY-GRADE OR "ENHANCED PLASTIC." ONLY PRODUCTS DESIGNATED BY ARRIVE AS MILITARY-GRADE MEET MILITARY SPECIFICATIONS. BUYERS ACKNOWLEDGE AND AGREE THAT ANY SUCH USE OF ARRIVE PRODUCTS WHICH ARRIVE HAS NOT DESIGNATED AS MILITARY-GRADE IS SOLELY AT THE BUYER'S RISK, AND THAT THEY ARE SOLELY RESPONSIBLE FOR COMPLIANCE WITH ALL LEGAL AND REGULATORY REQUIREMENTS IN CONNECTION WITH SUCH USE.

ARRIVE PRODUCTS ARE NEITHER DESIGNED NOR INTENDED FOR USE IN AUTOMOTIVE APPLICATIONS OR ENVIRONMENTS UNLESS THE SPECIFIC ARRIVE PRODUCTS ARE DESIGNATED BY ARRIVE AS COMPLIANT WITH ISO/TS 16949 REQUIREMENTS. BUYERS ACKNOWLEDGE AND AGREE THAT, IF THEY USE ANY NON-DESIGNATED PRODUCTS IN AUTOMOTIVE APPLICATIONS, ARRIVE WILL NOT BE RESPONSIBLE FOR ANY FAILURE TO MEET SUCH REQUIREMENTS.

UNITED STATES FEDERAL COMMUNICATIONS COMMISSION NOTICE

The following information is for FCC compliance of Class A devices: this equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: this equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with ARRIVE'S instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular

installation.

If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

SAFETY INFORMATION

Before you install your ARRIVE product, read the FCC notice and other regulatory material, including the safety and site preparation section in your product documentation. For your safety, information on "Regulatory Compliance and Safety Information" are included in your product documentation and contains the appropriate safety marks and warnings.

WARRANTY INFORMATION

The manufacturer's warranty period for your new ARRIVE product can be found in the warranty description that accompanies this product or in the warranty information in the online documentation.

Product warranty terms and other information applicable to ARRIVE products are available at the following URL: http://carepoint.arrivesys.com/warranty

■ Service and Support During and After the Warranty Period

If your hardware fails during the warranty period, contact the Arrive Certified Solution Provider from whom you purchased your product, or see the "Where to Begin for Warranty Support" section below.

■ Where to Begin for Warranty Support

If you need assistance, follow these steps:

1. Consult your product warranty documentation to determine your warranty period, and record the information listed here. For your convenience, record the information here as well. Keep this information readily available.

I purchased my product from:	
The company phone number is:	
Product model number and serial number are:	

2. Consult the ARRIVE Information Packet (this document) for detailed warranty information.
3. Contact the Arrive Certified Solution Provider or Approved Partner from whom you purchased your hardware peripheral; the provider will have the most up-to-date information and will know where to begin the warranty process.

Note: Stop here unless you have the ARRIVE CarePoint Technical Assistance Center (CTAC) access available under the Arrive CarePoint User Center. This option may not be included in warranty and all service packages, and you could incur an additional cost.

■ Access the ARRIVE CTAC from the CarePoint User Center contracted for this service. CTAC support may not be available as part of warranty alone.

■ Important Information

When you call your Arrive Certified Solution Provider, Approved Partner or ARRIVE, have this information ready:

- Information recorded in Step 1.
- Detailed description of the problem
- Diagnostic error messages (if any)

There could be additional charges for using these services.

If you are unable to contact your Arrive Certified Solution Provider, contact ARRIVE CTAC by email: netsupport@arrivesys.com

■ Return Material Authorizations

If a Hardware Peripheral Product or one of its component parts does not function as warranted during the warranty period, and such non-conformance can be verified by Arrive; ARRIVE, at its election, will provide either return and replacement service or replacement with a refurbished part/unit for the Hardware Peripheral Product under the type of warranty service ARRIVE designates for that Hardware Peripheral Product. A defective Hardware Peripheral Product or one of its component parts may only be returned to ARRIVE upon ARRIVE's prior written approval. All material returned to ARRIVE must be accompanied by a Return Material Authorization (RMA) number. This number is necessary so that the factory can ensure proper tracking and handling of returned material. If you do not have an RMA number, ARRIVE reserves the right to refuse receipt of returned units.

1. Open a Service Request for an RMA number (done by You- a registered user, or your local Arrive Certified Solution Provider) at Arrive's CarePoint Technical Assistance Center ("CTAC")(Global): http://carepoint.arrivesys.com.Click on CTAC and create a new Service Request by choosing "Request for RMA Number". You will receive your RMA number by email.

   By Phone (North America only): Call (Toll Free) +1-888-502-0715 during normal PST business hours Monday through Friday, to assist you with product use, configuration and troubleshooting. Arrive will use reasonable efforts to respond to you within four (4) hours for all calls received from 8:00 a.m. to 5:00 p.m. in the PST Time Zone, Monday through Friday excluding scheduled local holidays (" Normal Business Hours-NBH").
2. Return the unit to your local Arrive Certified Solution Provider or Approved Partner together with the RMA number as reference. If you cannot locate your provider, you may return the unit to ARRIVE.

Note: You should always register the Hardware Peripheral Product in your Arrive CarePoint User Center account. If you do not register the Hardware Peripheral Product with ARRIVE, you may be required to present proof of purchase as evidence of your entitlement to warranty service. The Hardware Peripheral Product's identification numbers such as model and serial numbers will be required for all RMA cases.

Transportation costs, if any, incurred in connection with the return of a defective Hardware Peripheral Product to ARRIVE shall be borne by You. Any transportation costs incurred in connection with the redelivery of a repaired or replacement item to You by ARRIVE shall be borne by ARRIVE; provided, however, that if ARRIVE determines, in its sole discretion, that the allegedly defective item is not covered by the terms and conditions of the warranty or that a warranty claim is made after the warranty period, the cost of the repair by ARRIVE, including all shipping expenses, shall be reimbursed by You.

■ Technical support, notices & contact information

You may contact ARRIVE technical support by web request at:

URL: http://www.arrivesys.com/support/

For the United States, Canada, Latin America, European Union and Asia Pacific countries, to reach ARRIVE by phone, please refer to the technical support phone numbers listed at the above ARRIVE website for the number covering your region.

■ NOTICES TO ARRIVE

If you need to contact ARRIVE please send communication regarding this Limited Hardware Warranty to the following email address subject reference to SLHW-P 0101-15: legal@arrivesys.com

■ NOTICES FROM ARRIVE

If ARRIVE needs to contact you about your product or account, you consent to receive the notices by email. You agree that any such notices that we send you electronically will satisfy any legal communication requirements.

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